



# ABINGTON & ROCKLAND JOINT WATER WORKS

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## *Changes and Reduction in Services During COVID-19 Pandemic*

The Abington/Rockland Joint Water Departments top priority is the continuous and reliable delivery of drinking water service, which are critical to daily life and the public health system. Due to the Coronavirus (COVID-19) pandemic, The Abington/Rockland Joint Water Works is implementing several precautionary measures to protect the health and safety of essential staff that operate and maintain the public drinking water supply system.

These actions are intended to mitigate potential exposure to our employees and customers and maintain continuity of operations.

### *In-person and Non-Essential Services Suspended*

Effective Monday, March 16, 2020, the following non-essential department services will be suspended until further notice:

- In-person payments can only be made by putting payment through the front door mailbox. Please include your name, account number, and phone number and put into an envelope.
- In-home or on-site routine inspections, repairs, and maintenance

### *Drinking Water Operations*

All operations related to drinking water treatment will continue. Customers can be assured that their drinking water is safe and can be consumed and used as normal. In order to reduce potential exposure to essential department staff, business visitors and non-essential deliveries to all company facilities will be prohibited or curtailed as reasonably possible.

### *Water Emergencies*

The Joint Water Works priority is to maintain the continuous and reliable operation of the drinking water distribution system for the general population, Company crews will continue to respond to any water emergencies (water main breaks, etc.) that arise in these systems as normal.

Water emergencies on private properties will be addressed by the department on a case-by-case basis in as far as crews are able to address from the outside or by referring the customer to private contractors. Company crews will not enter privately owned homes, buildings, or facilities to make repairs until further notice, unless in an emergency situation.

### *Customer Service*

Customer service representatives for billing/account inquiries and field services will continue to be available by telephone and email to assist customers.

For billing/account questions, customers can contact the department by telephone at 781-878-0981 or 781-982-2128

For water emergencies customers and contractors can call 781-878-0981 from 8am-3:30pm or 781-389-1848 (Rockland) 781-982-2114 (Abington) after hours.

Customers should be prepared for possibly longer call response times and should utilize email when possible. Water emergencies will be prioritized.

### *Drinking Water Supply and COVID-19*

According to a technical brief issued by the World Health Organization (WHO) on March 3, 2020, COVID-19 has not been shown to be transmitted via treated drinking water. The drinking water system will remain safe and operational amid any local outbreak.

### *Mitigation Efforts*

The Company will continue to update customers on any further changes in services due to COVID-19.